

**Effective Date: May 1, 2023**

## **1. What our warranty covers**

DXRacer CA promises to repair or replace any DXRacer CA product or component that DXRacer CA finds to be defective in material or workmanship during the warranty period. All parts that assemble to the exterior of the chair are considered 'parts' which are covered by the warranty. Only products sold in Canada are covered by this warranty policy. DXRacer will honor the warranty **from the date your original order was shipped** so long as you, the original purchaser, still owns it.

**For the following time periods, your warranty will be in effect:**

### **● 1) Gaming Chairs**

Martian Series—**3-year warranty** (Additional 2-year extended warranty for free)

Drifting Series—**2-year warranty**

Formula Series—**2-year warranty**

Blade Series—**3-year warranty** (Additional 2-year extended warranty for free)

Craft Series—**3-year warranty** (Additional 2-year extended warranty for free)

Master Series—**3-year warranty** (Additional 2-year extended warranty for free)

Tank Series—**3-year warranty**

### **● 2) Gaming Desk**

Tidal Series—**3-year warranty**

### **● 3) Accessories**

Accessories (including the battery of Martian Series) are guaranteed for 1 year

## **2. What our warranty does not cover**

Wear and tear, which is to be expected over the course of ownership.

Modifications or attachments to the product that are not approved by DXRacer.

Products that were not installed, used, or maintained in accordance with product instructions and warnings.

Misuse, abuse, and intentional damage to the product by humans.

The material or upholstery fades, peels, loses its texture, etc. after a period of use.

Human misuse or abuse causes injury, bodily harm, or accident.

### 3. How to get our warranty service?

#### 1) Out Of Warranty

You can purchase your replacement parts quickly and easily in two ways:

- ① Log in to your account and go to find Parts Page. Then enter its series/model or upload a front view photo of your chair. We'll help you find its model and corresponding parts. You can easily make a purchase by clicking on our link through our system's search results.
- ② If you are a big fan of DXRacer and familiar with which series your chair belongs to and its corresponding parts, then you can make a quick purchase through After-Sales Service Page.

#### 2) In Warranty

- ① Your original order was shipped **after May 1, 2023**

If you need warranty service, you can log in to your account and click the button "After-Sales" on the lower right side of your order. Then fill out the form to tell us the details and wait. You will receive an email notification after approval.

- ② Your original order was shipped **before April 30, 2023**

The lifetime frame warranty covers a one-time replacement of the seat bucket and/or backrest. As long as valid proof of purchase is provided, we are happy to honor this one-time replacement.

#### 3) Others

- ① If you encounter any difficulties with the method mentioned above, you can visit the Contact DXRacer page and fill out the form, or email to [ca@dxracer.biz](mailto:ca@dxracer.biz) directly with the proof of the purchase and the picture of the parts that need warranty to let us know about the issue you are facing. We'll get in touch with you as soon as we can.
- ② Please have your detailed order information ready for the Warranty Department to begin your claim. You will be required to send photos or videos of the complication you are experiencing to allow our Warranty Department to further assist you.
- ③ If you purchased your chair through a licensed 3rd party vendor, you will need to supply a copy of your receipt. Licensed 3rd party vendors can carry their own policies which can alter the length of the warranty for the chair purchased will extend to. DXRacer cannot extend or alter the warranty that would come with your purchase through a Licensed 3rd party vendor. Please allow 2-4 weeks for your warranty claim to be processed, approved, and shipped.
- ④ If inventory for the needed part is unavailable, your replacement will ship once the inventory is replenished.
- ⑤ Warranty hours of operation are Monday-Friday 8:30 am to 5:00 pm EST, and closed on Saturday, Sunday, and legal.

### 4. How to extend our warranty for free?

- 1) Share and post the content about DXRacer products on your social media or stream such as Facebook, YouTube, TikTok, Instagram, Twitter, Reddit, etc, with #DXRacer. Make sure your status update is visible to the public.

- 2) Then, log in to your personal center Account, and click the button “Extended Warranty” on the lower right side of your order. Fill in your order information and the post URL in 1).
- 3) You will receive an email after approval.

The Extended Warranty Policy is currently only available for Craft and Martian Series gaming chairs (excluding Martian Series batteries).

  - \* You must apply for an extended warranty for free within **30 days** (from the date your original order was shipped) .
  - \* The battery of the Martian Series comes with a one-year warranty and is not eligible for an extended warranty.

## **5. Notice**

- 1) DXRacer does not offer exchanges for our products. You can simply return your chair and repurchase it.
- 2) If your chair is out of warranty and its parts are damaged, you need to purchase new ones.
- 3) To the extent allowed by law, DXRacer makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. DXRacer will not be liable for any consequential or incidental damages.
- 4) Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you.
- 5) Some provinces and territories do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by province or territory.
- 6) This warranty applies only to products sold within Canada.